CaseStudy

NY Care Information Gateway (NYCIG, formerly Interboro RHIO) is a clinical data exchange serving New York, and its surrounding communities. NYCIG's clinical data exchange is broad and includes hospitals, trauma centers, long-term care facilities, diagnostic centers, and private practices from across the five boroughs and into Nassau and Suffolk Counties.

Its participating providers include the NYC Health and Hospitals Corporation (NYCHHC); its founding members include several HHC entities along with New York-Presbyterian Hospital Queens and the Visiting Nurse Service of New York.

The Challenge

NYCIG has a community-driven model that allows healthcare providers and patients to exchange patient health information at the point of care. NYCIG has set out strict policies and procedures to govern the exchange and usage of this data.

Training clinicians and care providers is an integral part of this effort. NYCIG approached emPower with a request to develop an audiovisual training program that ensured strict compliance with its policies and procedures in the most cost-effective manner. The major challenges included:

- Registration of all clinicians and users at various locations

- Tracking users over spreadsheets was a real nightmare for the organization, which was experiencing a high risk of duplication of effort and loss of information

- A great deal of time was spent responding to support request tickets

The Solution

With the implementation of a customized LMS; NYCIG introduced the training support that their users required. User registration was streamlined. The major benefits included:

- Trainees accessing and completing the RHIO system training online

- Easy gathering of clinician information to grant them the access to the system

- Ensuring all providers had completed policy and procedure training before requesting access to the system

- Tracking training records of its partner providers

- Customized courses in compliance with the organization's standards

- Clinicians could access training programs anytime, anyplace 24/7

The Results

NYCIG has trained thousands of healthcare professionals for its regional healthcare information system.

The organization has saved thousands of work hours that were spent managing records. This has significantly improved the organization's productivity, and reduced the number of support queries that employees have to deal with.

> Hundreds of clinicians and their staff members stay updated through emPower training modules. Automated reminders have ensured everyone completes the training and is registered on the RHIO system.
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> emPower's custom video creation helped us train the clinicians. emPower's support has been outstanding, and we have never faced any issues in the 5+ years we have been working with them. Highly recommend emPower to anyone looking for an awesome LMS and training solution.

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